



Michigan Department of Health & Human Services

RICK SNYDER, GOVERNOR | NICK LYON, DIRECTOR

# MILogin-Home Help Forgot Password & User ID Instructions

“Working to protect, preserve and promote the health and safety of the people of Michigan by listening, communicating and educating our providers, in order to effectively resolve issues and enable providers to find solutions within our industry. We are committed to establishing customer trust and value by providing a quality experience the first time, every time.”

-Provider Relations

# Contents

- Forgot Password Instructions
  - Recovery Methods
    - Email ([slides 6-16](#))
    - Mobile ([slides 17-28](#))
    - Security Questions ([slides 29-38](#))
- Forgot User ID Instructions
  - Recovery Method ([slides 39-49](#))
- Provider Resources

# MILogin for Third Party

Login to your account

User ID

Password

LOGIN

SIGN UP

Forgot your User ID?

Need Help?

Forgot your password?

Copyright 2015-2017 State of Michigan

- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter <https://milogintp.Michigan.gov> into the search bar
- Enter the User ID
- Click Forgot your password?

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Enter User ID

Provide your User ID to proceed:

\* Required

\* User ID



\* Verification Question: Red, pants and pink: the 1st color is?



- Enter the User ID
- Answer the verification question
- Click Next

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed:

\* Required

- ☒ **Email** You will receive a PIN via an email on your email id \*\*\*\*\*@gmail.com
- ☒ **Mobile (Text/SMS)** You will receive a PIN via a text message on your mobile XXX-XXX-1234
- ☒ **Security Questions** You will be asked to answer two security questions

• Please ensure that you have not opted out using your mobile within the last 24 hours.

[NEXT](#)[RESET](#)

- Select the password recovery option
  - Please note: Recovery options displayed will be based upon options selected when the MILogin account was created

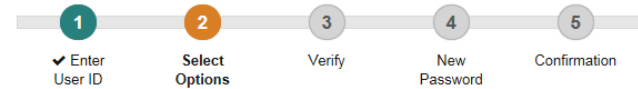
# Email Method

---

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed:

\* Required

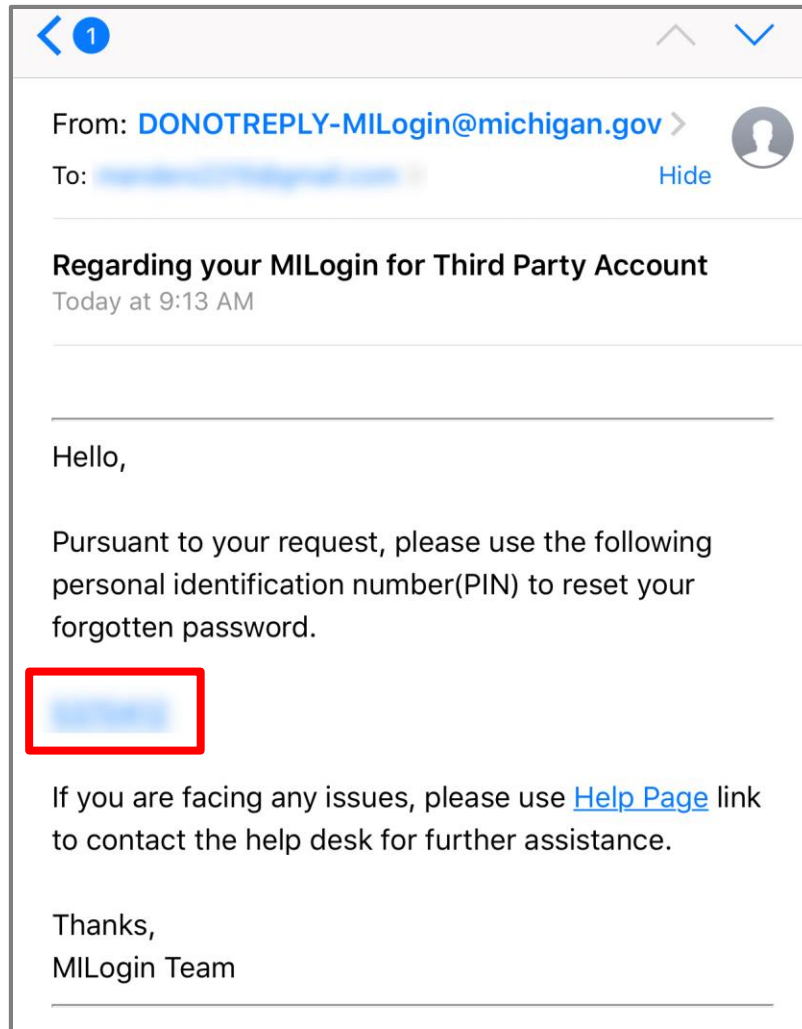
- ☒ **Email** You will receive a PIN via an email on your email id \*\*\*\*\*@gmail.com
- ☐ **Mobile (Text/SMS)** You will receive a PIN via a text message on your mobile XXX-XXX-1234
- ☐ **Security Questions** You will be asked to answer two security questions

• Please ensure that you have not opted out using your mobile within the last 24 hours.

**NEXT**

**RESET**

- Select the Email option
- A PIN will be sent to the email address on file for the MILogin account
- Click Next



- This is a sample email sent including the PIN



## MILogin for Third Party

[HOME](#)

### Forgot Password



### Verify Identity

Please enter the Personal Identification Number (PIN) received on your email.

\* Required

\* PIN

Enter the PIN

If you did not receive the PIN or if you want to choose a different method, click Back button.

NEXT

BACK

- Enter PIN
- Click Next

## MILogin for Third Party

[HOME](#)

### Forgot Password



### New Password

Enter new password to reset forgotten password

\* Required

\* Enter New Password

New Password 

\* Confirm New Password

Confirm New Password 

#### 1 Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$#,%@~^&\*~\_+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

SUBMIT

START OVER

- Enter a new password following the password guidelines
- Click Submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Confirmation

✓ Success

Your password has been successfully reset to the new password.



LOGIN

- The password has been reset
- Click Login to return to the MILogin page

# MILogin for Third Party

Login to your account

User ID

|

Password

Password

LOGIN

SIGN UP

[Forgot your User ID?](#)

[Forgot your password?](#)

[Need Help?](#)

Copyright 2015-2017 State of Michigan

- Enter your user ID and newly created password
- Click Login

## MILogin for Third Party

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[LOGOUT](#)

### Home Page

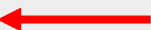
⌚ Your password will expire in **48** days

Access your applications by clicking on the application links below



Michigan Department of Health & Human Services (MDHHS)

CHAMPS



- You will be directed to your MILogin Home Page
- Click CHAMPS

# Mobile Method

---

## MILogin for Third Party

[HOME](#)


### Forgot Password



### Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed:

\* Required

- ☐ **Email** You will receive a PIN via an email on your email id \*\*\*\*\*@gmail.com
-  ☒ **Mobile (Text/SMS)** You will receive a PIN via a text message on your mobile XXX-XXX-1234
- ☐ **Security Questions** You will be asked to answer two security questions

• Please ensure that you have not opted out using your mobile within the last 24 hours.

 **NEXT****RESET**

- Select the Mobile option to send a text message to the mobile number on file
- Click Next

## MILogin for Third Party

[HOME](#)

### Forgot Password

Please Wait...



3 Verify 4 New Password 5 Confirmation

### Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed.

\* Required

- ☐ **Email** You will receive a PIN via an email on your email id m\*\*\*\*\*@gmail.com
- ☒ **Mobile (Text/SMS)** You will receive a PIN via a text message on your mobile XXX-XXX-1234
- ☐ **Security Questions** You will be asked to answer two security questions

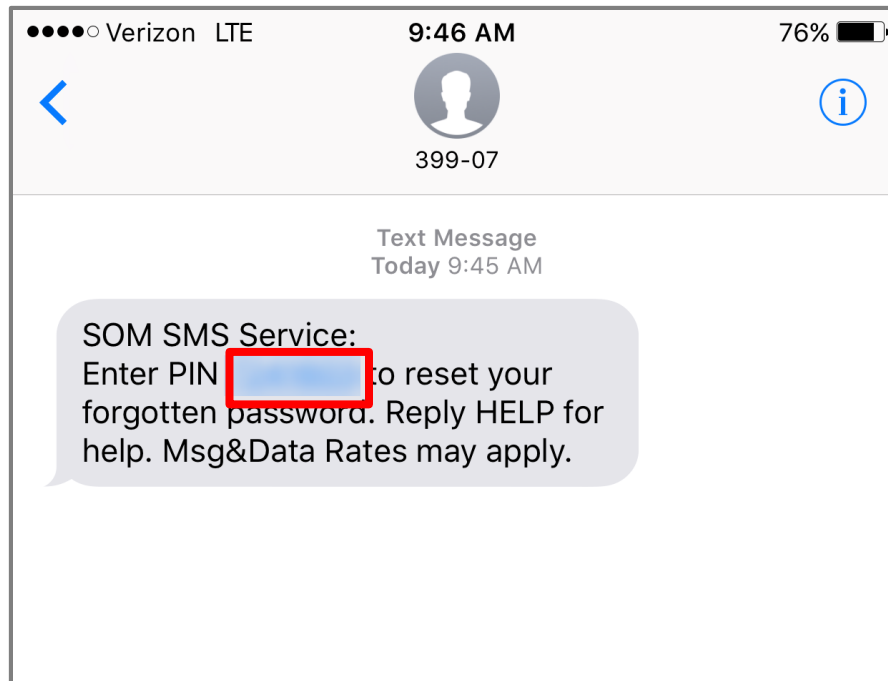
\* Please ensure that you have not opted out using your mobile within the last 24 hours.

NEXT

RESET

- After clicking next the text message will be sent





- This is a sample text message that will include the PIN number

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Verify Identity

Please enter the Personal Identification Number (PIN) received on your mobile device.

\* Required

\* PIN

Enter the PIN

If you did not receive the PIN or if you want to choose a different method, click Back button.

NEXT

BACK

- Enter PIN number from the text message
- Click Next

## MILogin for Third Party

[HOME](#)

### Forgot Password



### New Password


Enter new password to reset forgotten password

\* Required

\*Enter New Password

New Password 

\*Confirm New Password

Confirm New Password 

#### Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$#,%@~^&\*\_-+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

 **SUBMIT**

**START OVER**

- Enter a new password following the password guidelines
- Click Submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Confirmation

✓ Success

Your password has been successfully reset to the new password.

[LOGIN](#)

- The password has been reset
- Click Login to return to the MILogin page

# MILogin for Third Party

Login to your account

User ID

|

Password

Password

LOGIN

SIGN UP

[Forgot your User ID?](#)

[Forgot your password?](#)

[Need Help?](#)

Copyright 2015-2017 State of Michigan

- Enter your user ID and newly created password
- Click Login

## MILogin for Third Party

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[LOGOUT](#)

### Home Page

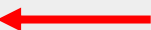
⌚ Your password will expire in **48** days

Access your applications by clicking on the application links below



Michigan Department of Health & Human Services (MDHHS)

CHAMPS



- You will be directed to your MILogin Home Page
- Click CHAMPS

# Security Questions Method

---

# MILogin for Third Party

[HOME](#)

## Forgot Password



### Select Password Recovery Options

Please choose one option from the option(s) listed below to proceed:

\* Required

- ☐ **Email** You will receive a PIN via an email on your email id \*\*\*\*\*@gmail.com
- ☐ **Mobile (Text/SMS)** You will receive a PIN via a text message on your mobile XXX-XXX-1234
- ☒ **Security Questions** You will be asked to answer two security questions

• Please ensure that you have not opted out using your mobile within the last 24 hours.

[NEXT](#)[RESET](#)

- Select the security questions option to answer already selected security questions
- Click Next



## MILogin for Third Party

[HOME](#)

### Forgot Password



### Verify Identity

Please answer the questions below to verify your identity.

\* Required

\*What is your mothers maiden name?



\*What is your favorite team?

- Enter the answers
- Click Next

## MILogin for Third Party

[HOME](#)

### Forgot Password



### New Password

Enter new password to reset forgotten password

\* Required

\*Enter New Password

New Password 

\*Confirm New Password

Confirm New Password 

#### Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!\$#,%@~^&\*\_-+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

 **SUBMIT**

**START OVER**

- Enter a new password following the password guidelines
- Click submit
  - Please note: an error message will appear if the password entered has been the same password used within the last three passwords

## MILogin for Third Party

[HOME](#)

### Forgot Password



### Confirmation

✓ Success

Your password has been successfully reset to the new password.



LOGIN

- The password has been reset
- Click Login to return to the MILogin page

# MILogin for Third Party

Login to your account

User ID

|

Password

Password

LOGIN

SIGN UP

[Forgot your User ID?](#)

[Forgot your password?](#)

[Need Help?](#)

Copyright 2015-2017 State of Michigan

- Enter your user ID and newly created password
- Click Login

## MILogin for Third Party

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[LOGOUT](#)

### Home Page

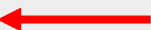
⌚ Your password will expire in **48** days

Access your applications by clicking on the application links below



Michigan Department of Health & Human Services (MDHHS)

CHAMPS



- You will be directed to your MILogin Home Page
- Click CHAMPS

# Forgot User Id

---

# MILogin for Third Party

Login to your account

User ID

Password

LOGIN

SIGN UP

 [Forgot your User ID?](#)

[Forgot your password?](#)

[Need Help?](#)

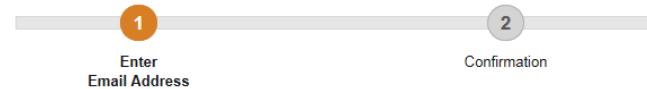
Copyright 2015-2017 State of Michigan

- Open your web browser (e.g. Internet Explorer, Google Chrome, Mozilla Firefox, etc.)
- Enter <https://milogintp.Michigan.gov> into the search bar
- Click [Forgot your User ID?](#)

## MILogin for Third Party

[HOME](#)

### Forgot User ID



### Enter Email Address

Provide your Email address to proceed:

\* Required

\* Email Address



\* Verification Question: Red, pants and pink: the 1st color is?



- Enter the email address on file for the MILogin account
- Answer the verification question
- Click Submit



## MILogin for Third Party

[HOME](#)

### Forgot User ID



### Additional Information

Enter your first name and last name to search your account

\* Required

\* Email Address

\* First Name

\* Last Name

SUBMIT

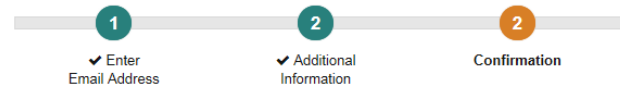
RESET

- Enter the First and last name associated to the MILogin account
- Click Submit

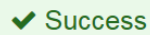
## MILogin for Third Party

[HOME](#)

### Forgot User ID



### Confirmation



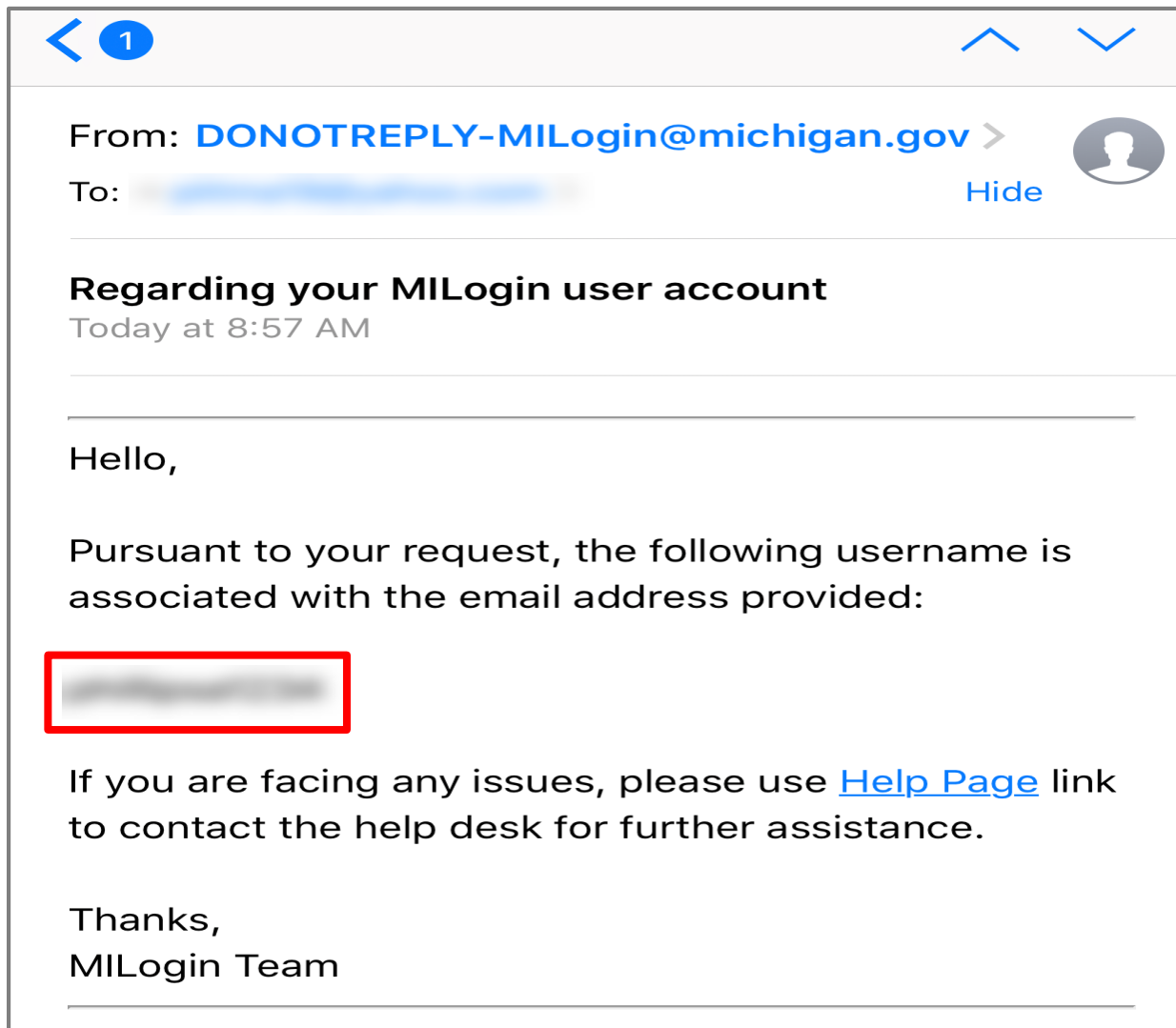
Success

Your User ID is sent to the email address you provided



LOGIN

- The user ID will be sent to the email address



- This is a sample email which will include the user ID

# MILogin for Third Party

Login to your account

User ID

|

Password

Password

LOGIN

SIGN UP

Forgot your User ID?

Forgot your password?

Need Help?

Copyright 2015-2017 State of Michigan

- Enter your user ID and password
- Click Login

## MILogin for Third Party

[HOME](#)[REQUEST ACCESS](#)[UPDATE PROFILE](#)[SECURITY OPTIONS](#)[CHANGE PASSWORD](#)[LOGOUT](#)

### Home Page

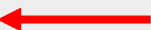
⌚ Your password will expire in **48** days

Access your applications by clicking on the application links below



Michigan Department of Health & Human Services (MDHHS)

CHAMPS



- You will be directed to your MILogin Home Page
- Click CHAMPS

# Home Help Resources

- **Home Help website:**

[http://w3.michigan.gov/mdhhs/0,5885,7-339-71551\\_2945\\_42542\\_42543\\_42549\\_42590-277096--,00.html](http://w3.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42549_42590-277096--,00.html)

- **Atypical Hotline:**

- [ProviderSupport@Michigan.gov](mailto:ProviderSupport@Michigan.gov) or 1-800-979-4662

Thank you for participating in the Home Help Program